



LEGAL AID COMMISSION
"An Equal Opportunity Employer"

POSITION DESCRIPTION

Employee		Employee ID:	
Salary Scale	[\$19,778.72 - \$26,659.58]	Position:	Assistant IT Officer
Level	IT 04	Duty Station	
Reports To:	Manager IT	Report:	N/A

Objective

The Assistant IT Officer is responsible for installing, upgrading, and maintaining hardware systems and digital media in the workplace.

Key Responsibilities

- IT Support effectively provided
- Technical Support: Provide technical assistance to staff, helping to resolve hardware and software issues, and responding to service requests in a timely manner
- System Maintenance assistance provided in installing, configuring, and maintaining Legal Aid IT framework, including updates and patches
- Set up hardware and software applications as required, and maintain an accurate inventory of computer assets
- Administrative function effectively delivered
- Providing excellent customer service to staff and stakeholders
- Management and maintenance of an updated database for administrative and record keeping purposes
- Correspondence with staff and other stakeholders managed efficiently and with discretion
- Effective administrative planning and coordination support provided
- Timely servicing and maintenance of IT equipment, carried out ensuring optimum performance
- Efficient support services provided in the coordination of meeting online set up

- Management and maintenance of a digital media library for LAC intranet and websites
- Design materials for print media – leaflets, signboard design, advertisement content, banners, newsletters, and other materials as required.
 - e.g. product packaging, promotions, outdoor media, direct mail, advertising, internal collateral, presentations and other print material
 - liaising with external printers or production teams to ensure deadlines are met and material is printed or presented to the highest quality.

SELECTION CRITERIA

The Person

A Diploma in Information Technology/Computing/Networking/Graphic Designing is essential.

Knowledge, Experience, Skills and Abilities

- The candidate must have over two years of experience
- Demonstrates strong verbal and written communication abilities
- Excel in interpersonal interactions and provide outstanding customer service.
- Proficiency in the Microsoft Office Suite or similar software is evident, along with exceptional organizational prowess and meticulous attention to detail.
- Focused on precision, must diligently address the finer aspects of a task or activity to guarantee thoroughness and exactness.
- Strong organizational skills with the ability to multi-task;
- Ability to communicate effectively in writing and verbally;
- Ability to work flexible hours and long hours;
- Demonstrated ability to plan, coordinate and organise work;
- Excels in crafting novel and imaginative approaches, bringing forth unique and original concepts.
- Demonstrated ability to work with major graphic design software applications including Adobe InDesign, Adobe Illustrator and Adobe Photoshop

Eligibility

All applicants for employment in the Legal Aid Commission will be required to provide a medical and police clearance as a pre-requisite condition for employment.

Change to Job Description

From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment hence this job description may be reviewed to accommodate the change.

Assistant IT Officer

Date

Manager IT

Date